



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 9378

In re application of: FRAZIER, D.

Serial No. 09/943,708

Filed: August 31, 2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated as shown below:

CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	35	-	41	0 X	\$ 50 =	\$ 0
Independent Claims	4	-	5	0 X	\$ 200 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

The attached reply authorizes the office to charge any necessary fees, including fees for extensions of time, to Deposit Account No. 50-1673 of NCR Corporation (the assignee of the present application). A Duplicate of this paper is enclosed.

Respectfully,

John D. Cowart
Reg. No. 38,415

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

1-20-2005.

By: Sallie Spicer
Name: Sallie Spicer

IFW P.01/12
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Docket No. 9378

John D. Frazier, et al.

Group Art Unit: 3671

Application No.: 09/943,708

Examiner: Pezzuto, Robert Eric

Filed: 8/31/2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REPLY TO ACTION DATED SEPTEMBER 20, 2004

This is a reply to the Office action dated September 20, 2004, in this application.
Applicant asks the Office to reconsider this application.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.

CERTIFICATE OF MAILING

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1-20-2005 *Sallie Spicer*
Date *Sallie Spicer*